



Working & Living in the UK

delivered by:



By the end of this one-day seminar, the delegates will:

- understand what motivates their British colleagues and neighbours
- understand how and when they need to modify their behaviour to create a positive impression and avoid unintentional offence
- be able to use a range of techniques for effective communication with the British
- have a toolbox of practical tips that will be immediately useful in their next encounter with their British colleagues and neighbours.

Course Content

Know Yourself: how has your culture shaped your values and behaviour? What is “normal” behaviour? Why we behave in the way we do – an introduction to cultural awareness.

Know Them: Facts ---> Attitudes ---> Behaviour: a model for developing understanding of the British and their business practices.

This session will include a briefing and discussion on British history and geography, land, climate and resources, British ‘identity’, multi-cultural Britain, family life, class structure, religion, immigration, the North-South divide; attitudes to the EU, etc..

Know How They See You: What image do the British have of your culture? What positive or negative stereotypes do they have of you? How can you modify your behaviour to overcome any negative or stereotypical views?

Know How to Communicate (both face to face and remotely): How should you communicate with your British business partners and friends in order to avoid misunderstandings? How explicit or implicit will their communication be? How can you adapt your style to ensure you communicate successfully with them? Written versus spoken communication.

Delegates take part in a series of short exercises to develop their skills in communicating successfully with the British. These include:

- Business: functional or personal? Breaking the ice, and developing the relationship; handling social situations; humour.
- Meetings: handling agendas; time keeping; chairing; getting agreement; reaching consensus.
- Presenting your case: How formal or informal? Persuading; motivating; structuring your arguments; keeping their attention; handling objections.
- Leadership style: managing your team; delegating; the role of the boss; business and social hierarchy; team working; giving and receiving feedback.
- Negotiating: Clarifying information; testing assumptions; the tactical approach; persuading and motivating the British way; building relationships; win-win approach.



Working & Living in the UK

delivered by:



Living in the UK – The practicalities

Getting started: Renting or buying a property, bank accounts; going shopping;

Socialising: British dinner parties, small talk – what to talk about, and what to avoid; appreciating their food and drink; punctuality; giving gifts; what to wear;

British politics, economics and social trends: The political system; recent economic performance; the pension system; savings; consumption; ownership of property; taxation; laws; low birth rate; immigration.

Strategies for Working and Living Effectively Together

An action plan of practical do's and don'ts. What to do and what to avoid when working with your British partners. Practical and useful tips that will help cement relationships and get the best out of multi-cultural working

Method

The seminar will be interactive. The delegates will be encouraged to share their experience and explore solutions together through discussion, active briefing and enactment of authentic business scenarios (drawn ideally from their own world). They will both learn and practice new skills that they can apply immediately.

Maximum number of delegates: 14

Cost: 2 units

To register please email our Training Co-ordinator on registrations@thelearningcollaboration.com